

Fig. 1

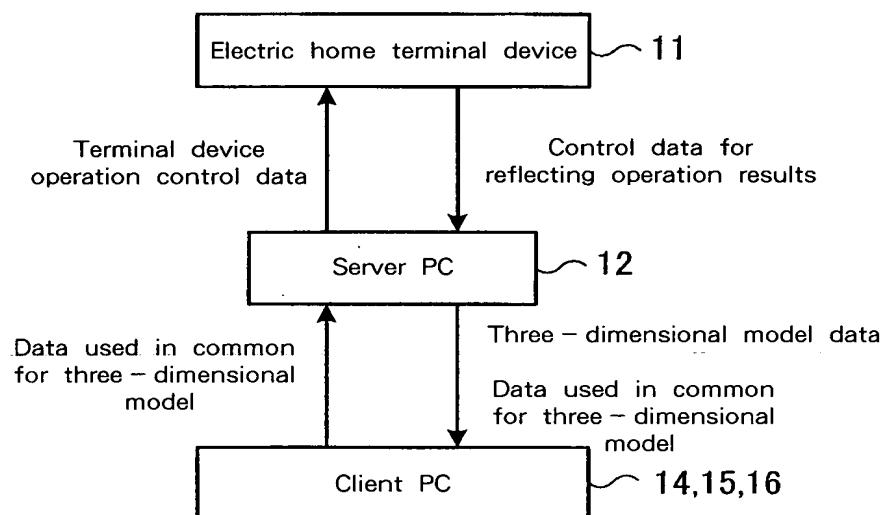


Fig. 2

11  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30

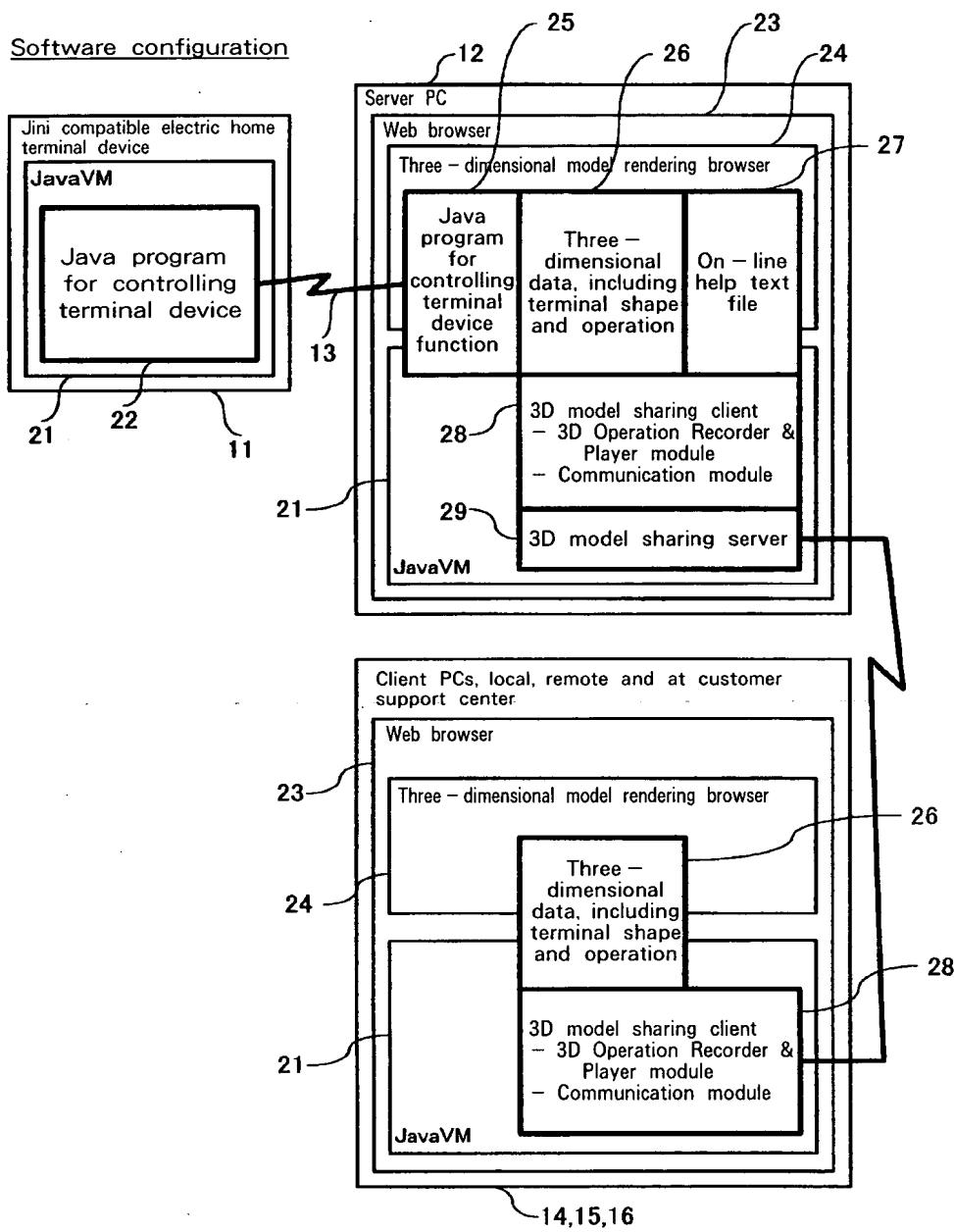


Fig. 3

Data transmission

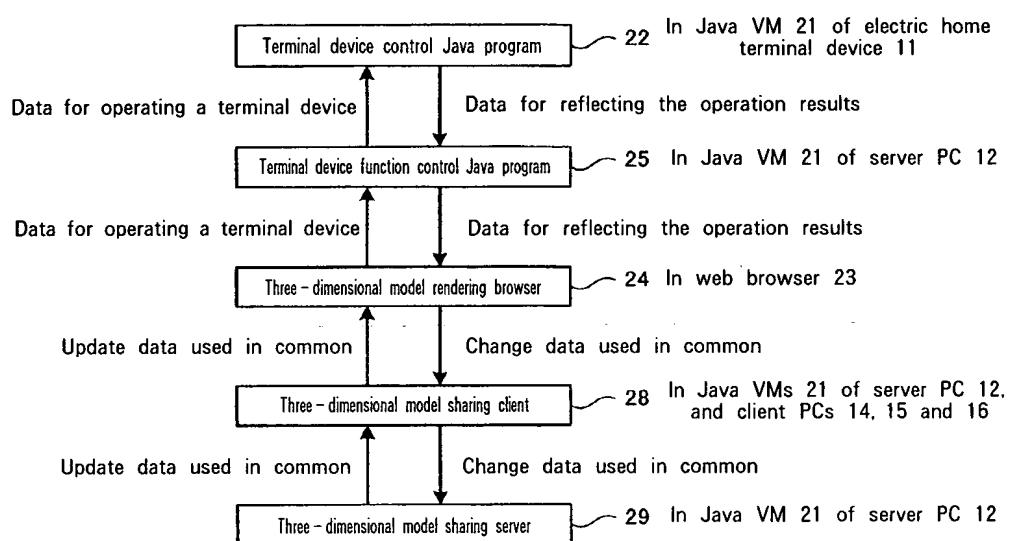


Fig. 4

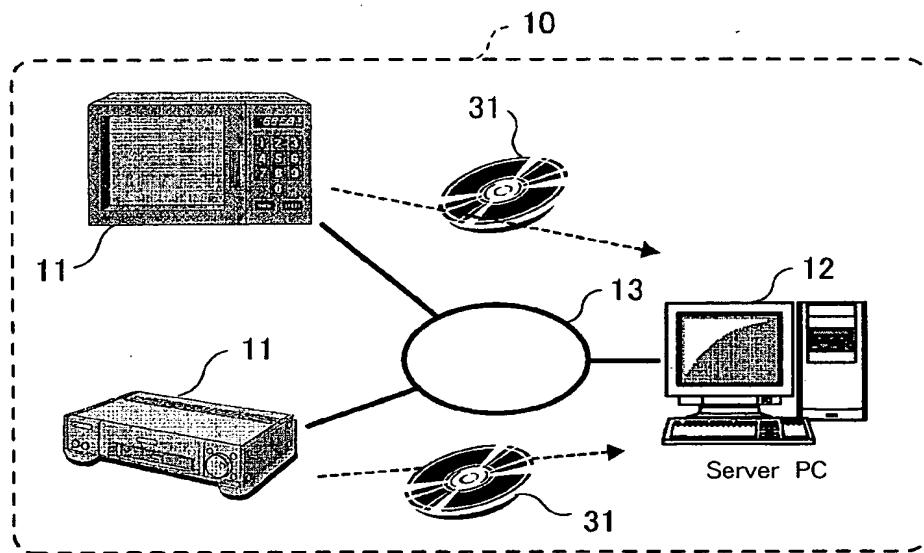


Fig. 5

Procedures in server PC 12

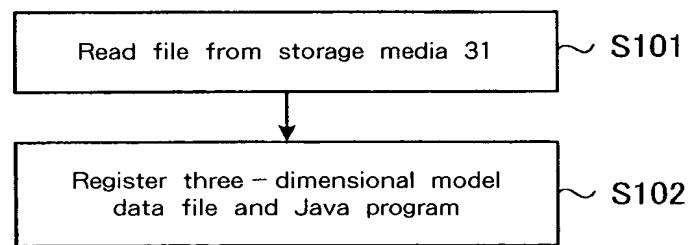


Fig. 6

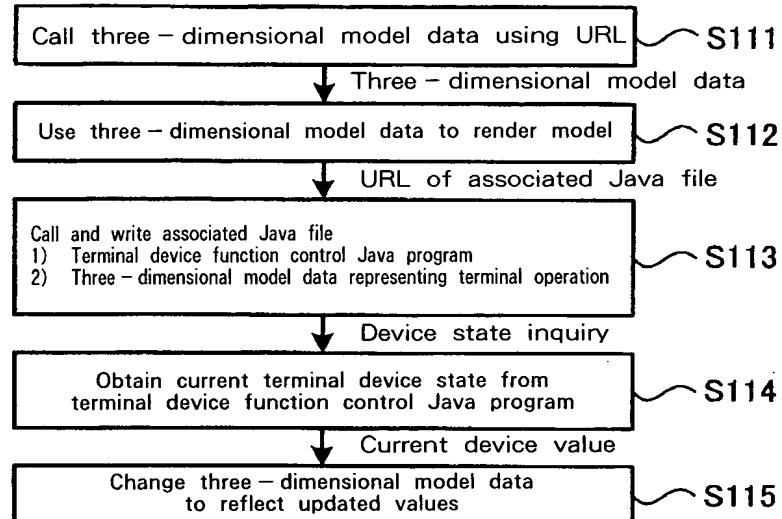
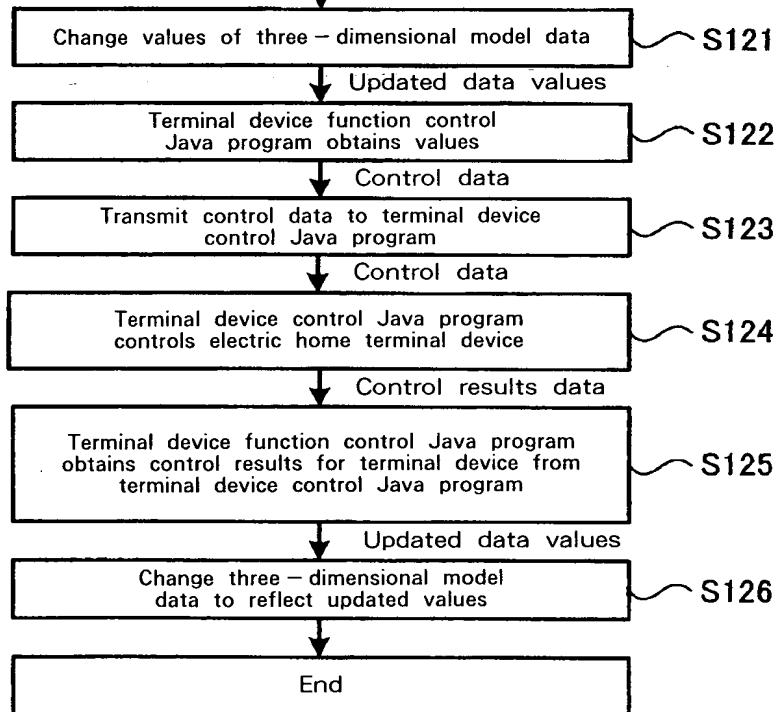
Processing by server PCUser interaction

Fig. 7

### Processing by client PC

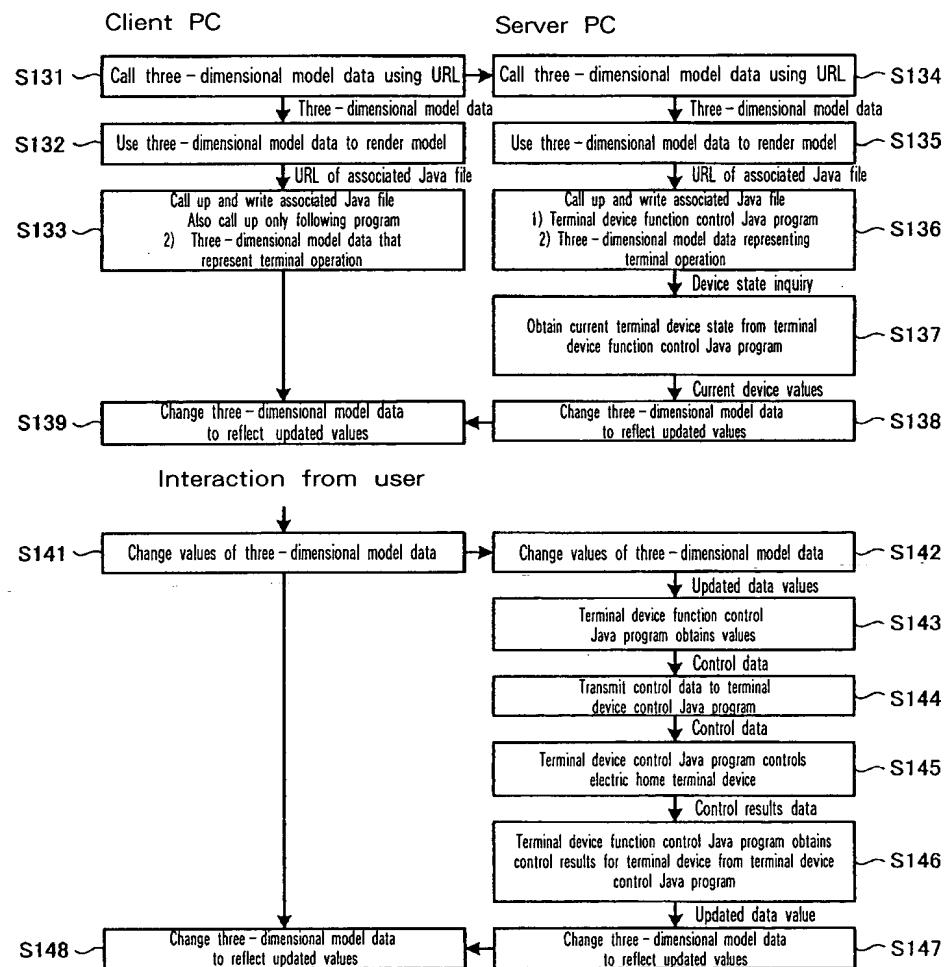


Fig. 8

Customer support center

Client PC at customer support center Server PC

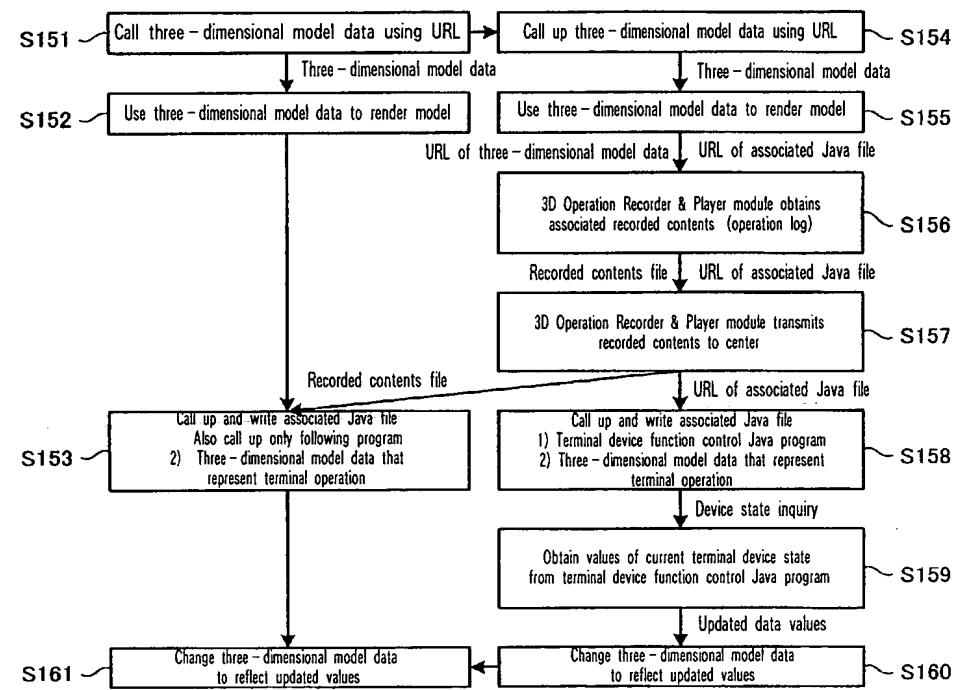


Fig. 9

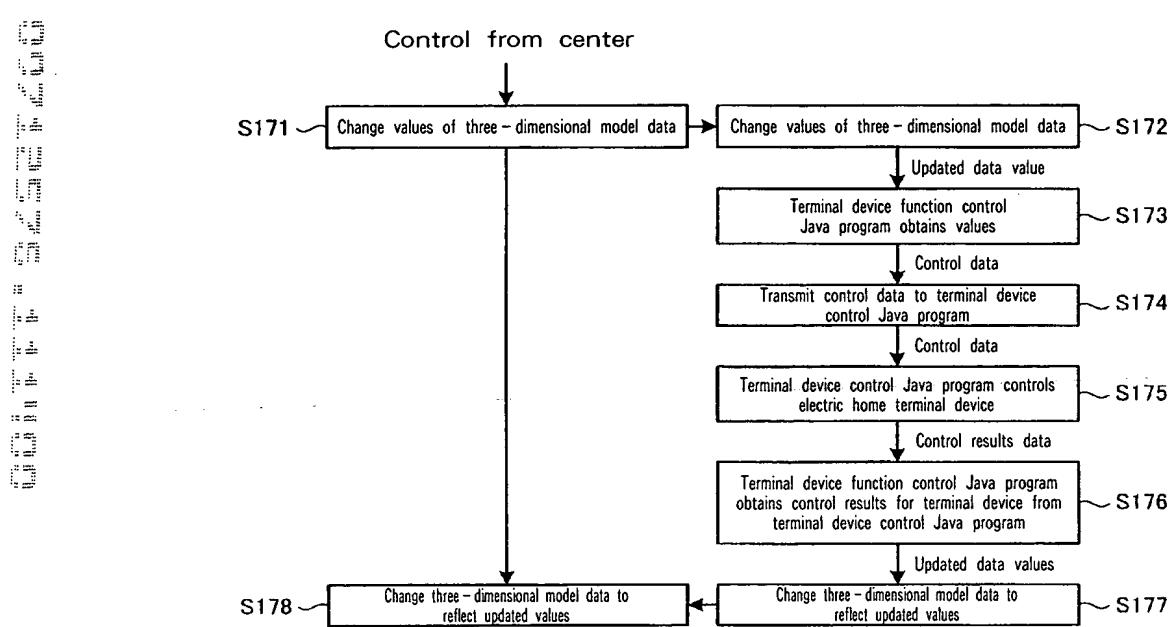


Fig. 10

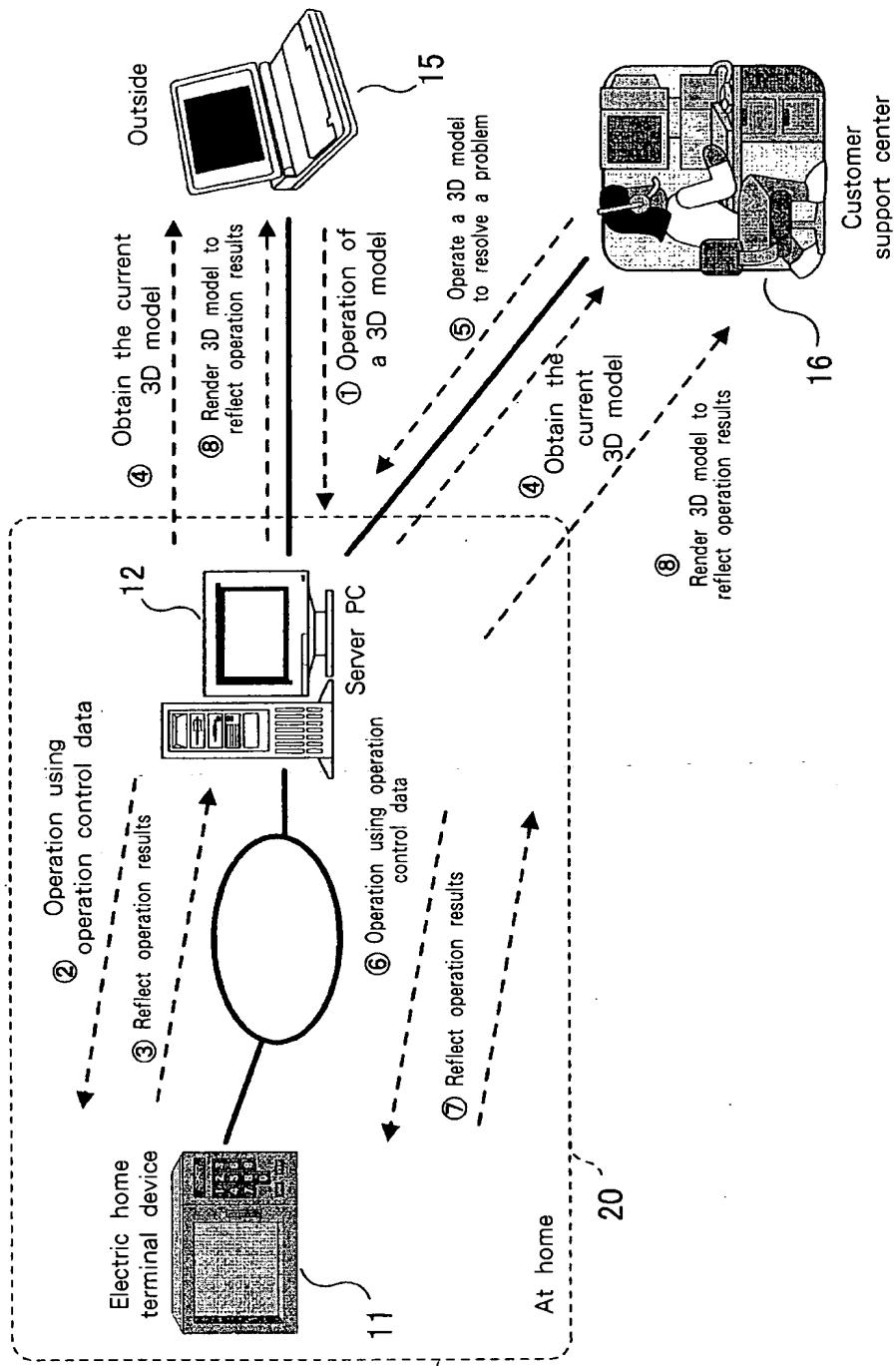


Fig. 11

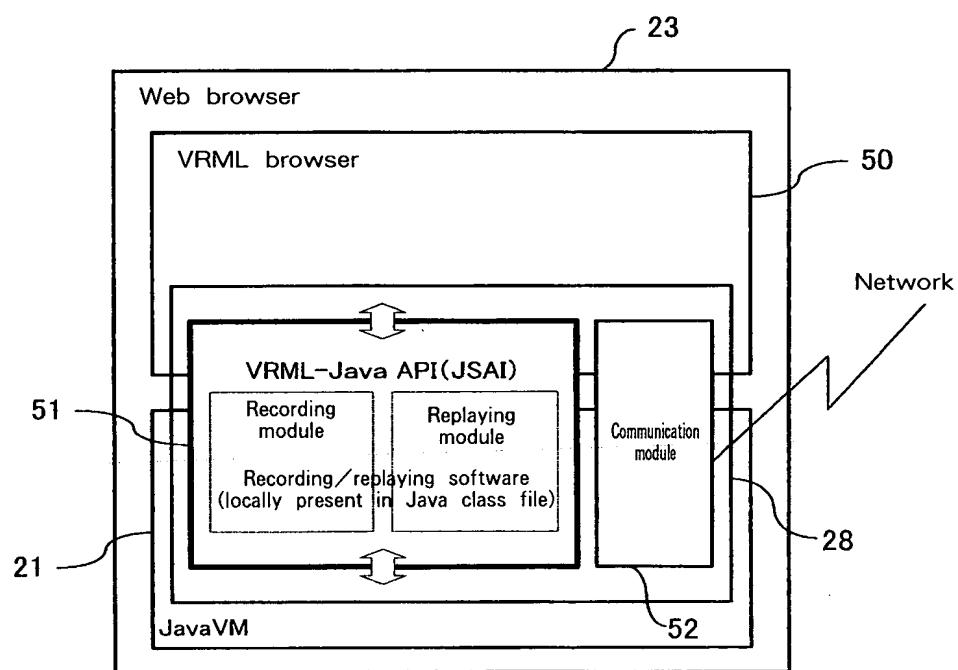


Fig. 12

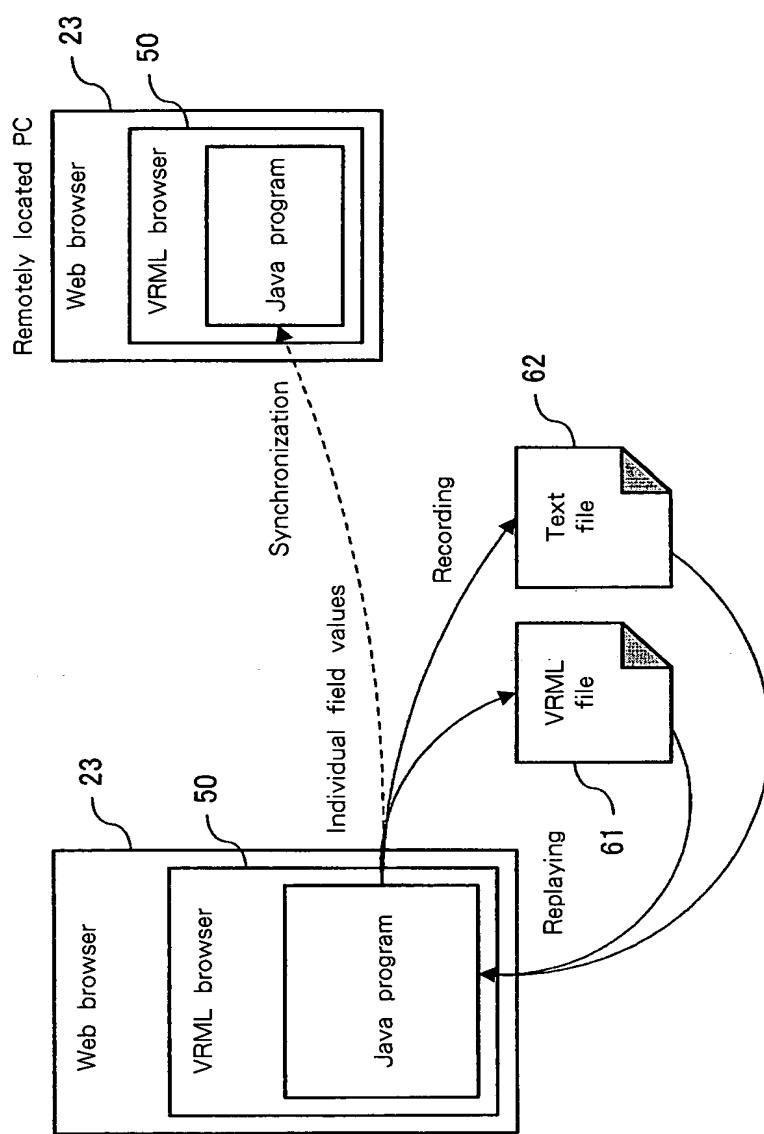


Fig. 13

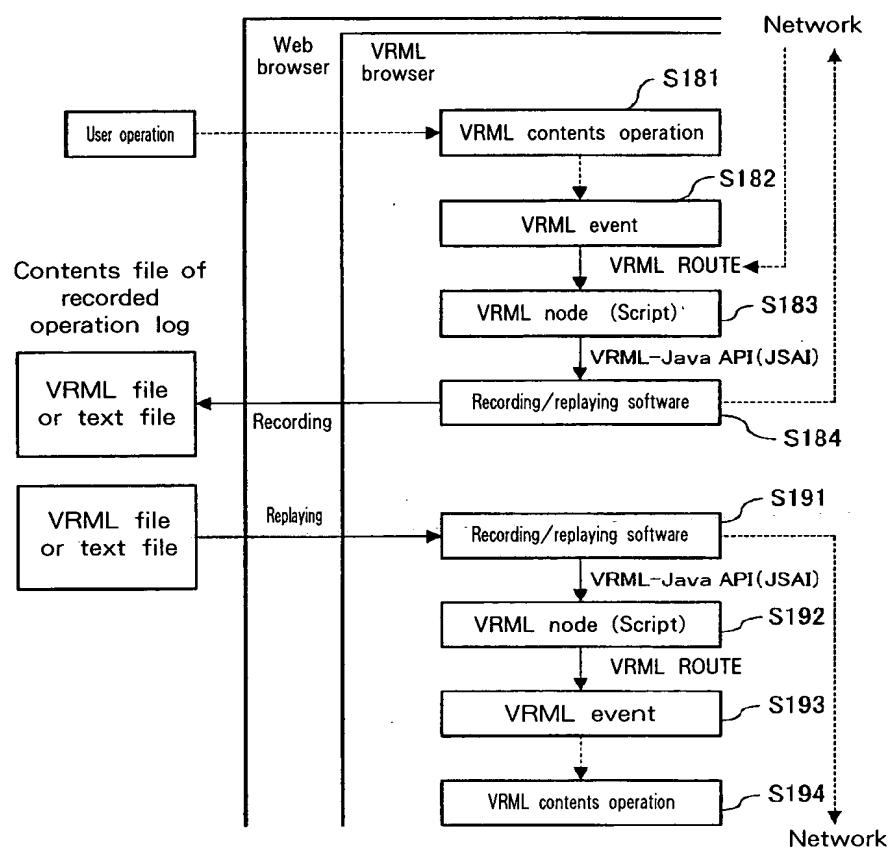


Fig. 14

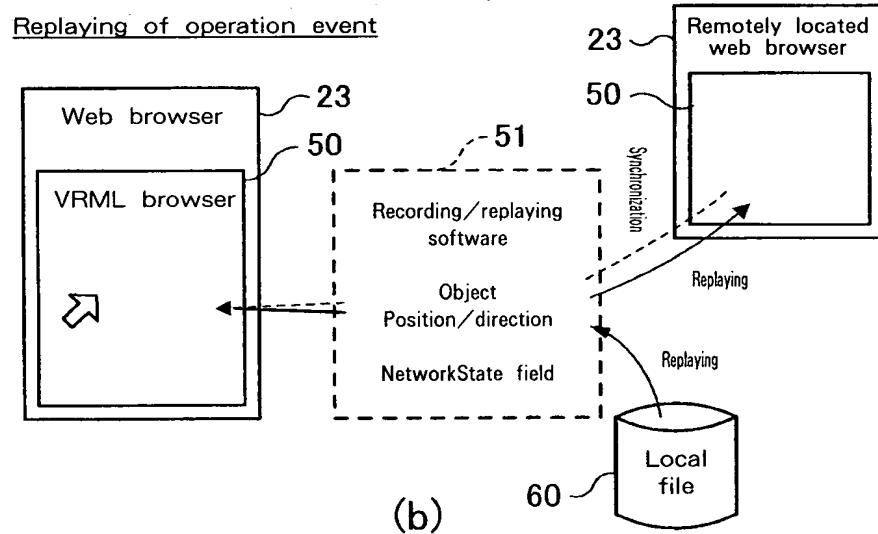
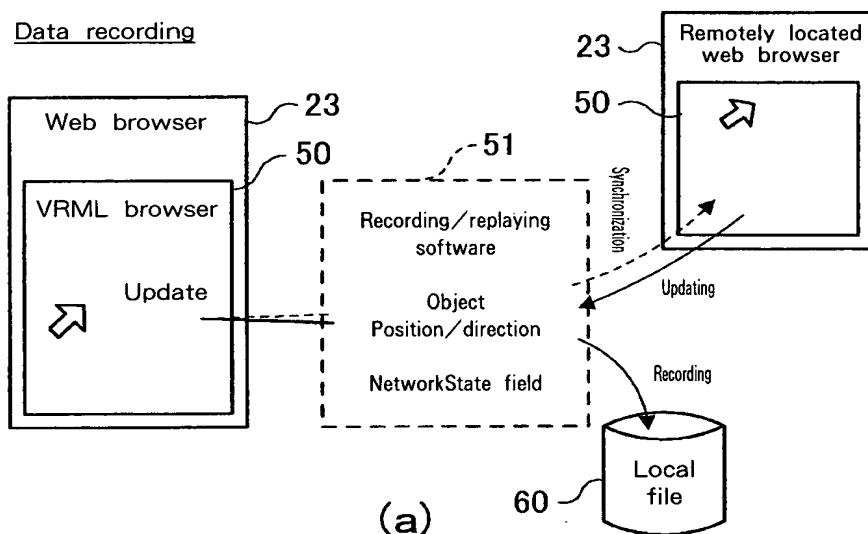


Fig. 15

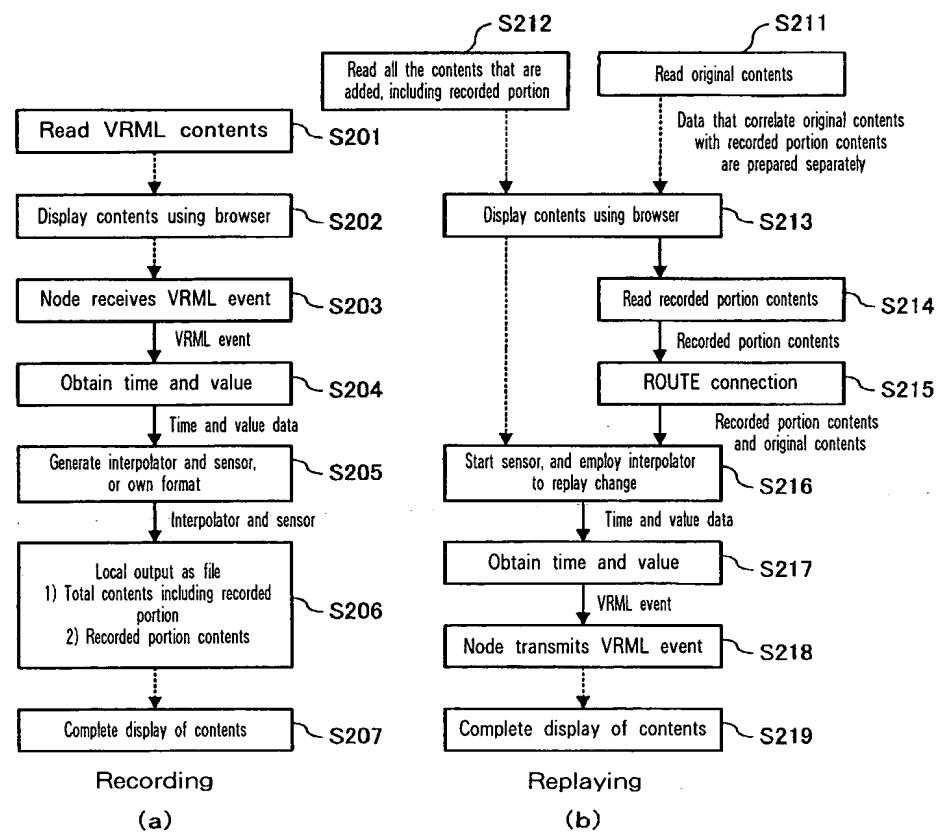
Processing by recording/replaying software

Fig. 16